

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	931	call adj center	USPA T	2003/07/ 09 15:51
2	BRS	L2	2223 4	queue	USPA T	2003/07/ 09 15:51
3	BRS	L3	1191	ivr or interactive adj voice adj response or ivru	USPA T	2003/07/ 09 15:52
4	BRS	L4	171	1 and 2 and 3	USPA T	2003/07/ 09 15:52
5	BRS	L6	0	4 and 5	USPA T	2003/07/ 09 15:52
6	BRS	L7	0	3 and 5	USPA T	2003/07/ 09 15:53
7	BRS	L8	0	2 and 5	USPA T	2003/07/ 09 15:53
8	BRS	L9	0	1 and 5	USPA T	2003/07/ 09 15:53
9	BRS	L5	2	(provide or supply) near4 menu near4 caller	USPA T	2003/07/ 09 16:10
10	BRS	L10	429	menu near4 caller	USPA T	2003/07/ 09 16:10
11	BRS	L11	35	4 and 10	USPA T	2003/07/ 09 16:11

Caller with information with queue

IVR

INTERACTIVE VOICE RESPONSE OR IVR with respond with agent with UNAVAILABLE